

Notes

Desktop CoIN Discussion

Date: March 29, 2006

Time: 9:00 am to 11:00 am

Location: Commonwealth Auditorium, 4th Floor,

Richmond Plaza Building

110 South 7th St.

Richmond, Virginia 23219

Meeting called by:

Service Delivery Management (SDM) Task Force

Wirz, Chad (Sponsor)

Deatrick, Larry; Williams, Chris (Facilitators)

Attendance (101):

Adcock, Sherry; Ainley, Brian; Alward, Clay; Andrews, Joe; Andrews, Lee; Baier, Laurie; Ball, Clark; Bouldin, Timothy; Brown, Christopher; Brown, Vernard; Bruch, Josh; Brzoska, Tom; Burgess, Mike; Byrne, Don; Capps, Ron; Carpenter, Rod; Cherry, Cliff; Conwell, Larry; Coston, Will; Curtis, Michael; Dale, Sam; Davis, Brian; Deason, Jeff; Diebel, Stephen; Din, David; Donnelly, Mike; Doughty, Paulette; Downing, Jay; Durham, Gary; Eaton, Chris; Elliott, Mike; Eranoc, Shawki; Espinal, Carlos; Flowers, Ray; Franklin, Cathie; Garnett, Barbara; Garnett, Judy; Guffey, Kevin; Hall, Larry; Hans, Steve; Harris, Doris; Holloman, Tonya; Johnson, Cliff; Kendrick, Don; Kenly, Noel; Klass, Connie; Kniceley, Wayne (Ralph); Lawrence, Carol; Layman, Ken; Lehman, Ben; Luthi, Mike; Mahone, Mike; Malecki, Ken; Marchese, Joseph; Martin, Becky; Martin, Kevin; McCauley, Steve; Mills, Don; Moore, Pat; Moore, Tim; Morris, Paul; Morrison, Debi; Newbern Sr., Brian; Nicholl, Chris; Noel, Kenly; Nott, Cathy; Oesterheld, Patric; Overton, Edna; Peerman, Mark; Perkins, Eric; Phouthakhanty, Oudie; Pratt, Carlton; Preciado, Curtis; Radabaugh, Steve; Rains, Teresa; Reagan, Merritt; Rigdon, John; Robins, Carol; Robinson, Blaine; Rodriguez, Edwin; Rothwell, Norman; Ruhf, Chris; Savelle, Royce; Shaw, Lynne; Simering, William (Bill); Sims, Tripp; Smith, Betty; Smith, Linda; Sprueill, Patricia; Staton, Paul; Stewart, Barbara; Tarr, Bruce; Tinsley, Lee; Trimble, Whit; Turner, Dave; Tweedy, Charles; Venable, Jessie; Watson, Elizabeth; Weast, Steve; Wesse, Paul; White III, Albert (Trip); Williams, Chris; Williams, J.D; Wimer, Steve; Wood, Ricky.

Key Discussion Points:

- Desktop CoIN Introductions (Chris Williams)
- Implementation Timeline (Chad Wirz)
- Interim Period (Chad)
- Maintaining Current Operations (Chad)
- Proposed Task Force Functional Area Updates (Chad)
- Proposed CoIN Update (Chad)
- SCD Activities to be addressed at Readiness Review (Chad)
- Desktop Lifecycle Services (Larry Deatrick)

- What will change day 1 and what won't change day 1 (Larry)
- Overview of NG IT Transformation Solutions (Larry)
- Multi-Vendor Solutions vs. Altiris SOA Solutions (Larry)
- Tiger Team – Site Surveys (Larry)
- Commonwealth Project Support Center (Larry)
- Common Incident Management System (Larry)
- Timelines for Transformation (Larry)
- How does the Desktop Transformation affect me? (Larry)
- What does the Transformed Desktop Computing and Support Environment look like? (Larry)
- McAfee Antivirus Migration (Ben Layman)

Issues/Questions:

1. Discuss agencies with in-scope vs. out-of-scope devices. Will all calls go to the new help desk? *Will be investigated during Tiger Team research. Continue to do in-scope work as it is currently performed. Out-of-scope will need to be better identified. Hours' maybe captured and tracked to determine amount of work flow. The plan is to have the new Help Desk be the single point of contact (SPOC) for all incidents and service requests (both in and out of scope).*

2. Please provide some Tiger Team clarification?

Summary Answer (Larry) – The Tiger Teams are made up of SWAM contractors who are technicians – not inventory specialist. They will be collecting things that have not already been captured, long lead term items, performing validation of inventory counts, and due diligence information. Basically, validating site information we have already and gathering important information we need to plan for the transformation projects..

3. Define further the Enterprise Software Architecture teams.

Summary Answer – The Partnership is providing the Infrastructure and the support of that infrastructure. Applications run on the Desktop environment remain the financial responsibility of VITA and the agencies. The Software architecture teams will create application standards in an effort to reduce cost and complexity of the environment. For example, after the electronic software discovery and inventory is performed by Altiris, we may find 10 different FTP applications in use. By standardizing on one, we can leverage bulk buying power and eliminate the need for support staff to package and patch redundant applications.

4. Provide discussion on PC connections due to poor modem/network connections?

Summary Answer – Not all PCs will be on the network. Economic and technical factors will play a role in determining access bandwidth from each site. The network staff will be researching connectivity issues. Wireless options to troublesome sites may be considered. Smaller or remote sites with poor telephone company connectivity will be addressed individually.

6. We haven't received any information on placing orders for McAfee?

Summary Answer – Information will be e-mailed out.

7. Will servers be included in McAfee?

Summary Answer – Servers can be included at the request of the agency. Architectural team recommends a different vendor's products on servers than the one on desktops,

unless a 3rd level of security such as Ironport is used. Spyware protection has been rolled into the McAfee package.

8. I am getting ready to submit a proposal for three of my site locations to be upgraded from Cat5 to Cat6 cabling. Can I proceed or should I wait for NG? Also, at this point in time, I have about 40 PCs that are out of warranty and need to be refreshed. Do I move forward with the refresh or do I wait for NG? (e-mailed question)

Summary Answer – All projects to procure or refresh PCs, upgrade ethernet network wiring or other related tasks should continue to be worked. VITA and Northrop Grumman will review IT procurement requests to ensure they are in line with the target Commonwealth transformed environment. For desktop and laptop PC's, you may continue to procure your current agency standard manufacturer and model number, as long as they meet the recommended configuration for processor, memory and hard drive size to enable a future migration to Microsoft Vista. As the mass desktop refresh begins, we will only replace those PCs determined to be of a certain age or older technology, so PCs bought in the next few months will likely remain in place for 4 or 5 years. We are not sure of the requirement that is driving you to upgrade from Cat 5 to Cat 6 wiring, as Cat 5 is sufficient for 100mb/sec fast Ethernet. We typically only suggest Cat 6 in datacenters and utilize Cat5e for new or replacement client connectivity.

9. My Charles City site location is getting ready to upgrade their telephone system. Should they upgrade to VoIP lines or continue with the digital service that they have now? (e-mailed question)

Summary Answer –We suggest you contact the Voice Network functional team so that they may analyze your proposed upgrade on an individual basis. They can help you analyze the cost benefits of upgrading to VOIP now versus upgrading your existing PBX/digital key system. (email forwarded to the Telecom SDM)

10. Training question. How quickly will field staff receive training on the new process/procedures? How will the training be conducted? (e-mailed question)

Summary Answer –Training for field service staff will occur prior to the rollout of the processes/procedures or technology in their assigned area. Training will be timed to ensure there is sufficient time to learn and understand, but does not occur too far in advance so the knowledge is lost due to lack of use. Training will likely be a combination of classroom, on the job training (OJT), web based seminars/webinars, and computer based training (CBT).

11. Would like to have a better vision of what to expect regarding Altiris deployment to clients within certain agencies. For example, VDOT. You talked about only moving over to Altiris but I was unclear regarding how soon that would happen with regard to refreshes. Would we be using two sets of desktop tools, Landesk and Altiris, at the same time to support different desktops within the same agency? (e-mailed question)

Summary Answer – The implementation of an Enterprise Desktop Management tool will enable a wealth of new functionality in agencies that today have none. In agencies with a more mature, existing Desktop Management tool such as VDOT's LanDesk, a migration plan will be enacted to ensure no functionality is lost to the existing clients as we roll out new clients during the refresh. It is likely that the refreshed machines will contain both the Landesk and Altiris agents so the existing staff can continue to maintain their entire environment with Landesk while learning and testing the new Altiris toolset. Once the entire agency (or site/region/etc) has been refreshed and Altiris loaded on all PCs, an uninstall package can be sent to remove Landesk.

12. We know we can deploy software with Altiris but would we continue to use Active Directory for deploying software as well? (e-mailed question)

Summary Answer –During the current operations phase, software delivery will continue to be performed as it is today using any tools an agency may have such as Landesk, SMS or

Zenworks and AD policy based GPO. As Altiris is rolled out throughout the enterprise, it will not only leverage the AD groups and policy based collections, but will also bring additional efficiencies such as package servers, integration with Wise packaging and testing tools, multicasting and bandwidth throttling. The plan is to utilize one Enterprise wide tool (Altiris) for the entire Commonwealth's software delivery needs, but Altiris will leverage AD.

13. Will the NG knowledgebase database incorporate information we have accumulated over the years in our own databases? It would give us a good starting point with Helpdesk resolutions versus starting from scratch. (e-mailed question)

Summary Answer –Absolutely yes. If you can provide us with a database of common symptoms, failures and resolutions, we can place these inside the enterprise knowledgebase (Knova). Our only concern would be the validity and freshness of this data. By all means, please bring your existing, trusted knowledge databases or spreadsheets to the attention of members of the Desktop or Help Desk functional areas.

14. Next meeting would you visit the mixing of type computers (Dell, HP, etc.) you mentioned this meeting and the refreshes. We have a little heartburn with the idea of having such a mixed bag of PCs/Laptops in relation to servicing these units. Can become very confusing when ordering parts, who to call etc. (e-mailed question)

Summary Answer –We will address this in a future COIN. Although today each agency maintains relationships with their preferred PC vendor(s), the transformed environment has a centralized logistics organization that will handle all warranty parts procurements and the centralized procurement department will maintain the vendor relationships. There should be no confusion as to whom to call for parts. Our goal is not to have a mixed bag of PCs, but we may have one vendor provide desktops and a different vendor provide laptops. There are no common parts between desktop and laptop so this should be of no consequence.

15. Revisit training on Altiris the next meeting please. (e-mailed question)

Summary Answer– We will discuss training as part of the Altiris discussion in an upcoming COIN.

Action List:

• Future topics – What do you need to know to be comfortable? E-mail suggestions and questions to: Chris Williams at Chris.Williams@vita.virginia.gov

• Next meeting: April 25 (Tuesday) 9:00am – 11:00am